



**NUMBER:** 08-029-03

**GROUP:** Electrical

**DATE:** October 24, 2003

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**SUBJECT:**

Replacement Keys

**MODELS:**

2004 (ZH) Crossfire (United States Market)

**DISCUSSION:**

The process to order replacement keys for a Crossfire differs from other Chrysler Group vehicles. Crossfire replacement keys must be cut and programmed by the Key Production Facility.

The replacement key order process is:

1. From the DealerCONNECT Home screen, select the "Parts" tab.
2. Click the "Exchange Order Entry" link on the Order Parts portlet.
3. Type an order number.
4. Click "Save & Continue".

**NOTE: Selecting the link for "Exchange Order Entry" automatically populates the order type and process code fields.**

5. Type the part number (05099684AA).
6. Type the entire VIN or the last 9 characters.
7. Type the mileage.
8. Select any diagnostic code from each of the two drop down lists.

**NOTE: Input any diagnostic code.**

9. Select the customer's claim type.
10. Type the customer's last name.
11. Type the customer's initial.
12. Type the customer's complaint.
13. Read the regulations and warnings involved with the exchange.
14. Type your initials.
15. Click "Save".
16. Click "Submit".
17. Click "OK" on the confirmation box.

The Key Production Facility sends the finished key "Next Day Air". This process has a 24 hour turn around if the order is in by 12:00 Noon Eastern Time.

**NOTE: Weekends and Holidays may extend the turn around time.**

When the key arrives at the dealership, it must be initialized to the vehicle before the keyless entry will function. The technician or the customer must use the new key to start the engine 1 to 5 times to complete the initialization. After initialization, the keyless entry will function.

***POLICY:***

Information Only.